

Protect Yourself and Your Home From Water Utility Service Imposters

Water utility service imposters are trying to collect water bills or sell water treatment devices using false or misleading statements about the quality or contents of your water. These imposters may attempt to pass as a City employee to collect money or gain access to your home. As our customers, we want to assure you that the quality of your water meets all the state and federal drinking water standards. Refer to the Annual Drinking Water Quality Report.



Protect yourself and your home from water utility service imposters with these recommended tips and information:

- Report any suspicious personnel to the Volusia County Sherriff's Department at their 24-hour non-emergency line at (386) 736-5999.
- Check for an employee badge and uniform.
- Check their vehicle. Water Department employees usually drive a vehicle or truck displaying the Deltona Water logo.
- The majority of water samples are taken from outside of the home, so entering the home is usually not necessary.
- Usually water agency staff are not responsible for fixing problems or testing inside private residences and almost never have reason to ask for entry.
- Employees do not collect a past-due bill in person or engage in door-to-door sales while on the job. In addition, a water utility employee does not deliver rebates or refunds.
- Ask for their supervisor's name and phone number.
- Never let anyone in your home if you are uncomfortable.

Report Suspicious Personnel

If you have any questions about whether a person at your door is a Deltona Water employee, please call: Volusia County Sherriff's Department at their 24-hour non-emergency line at (386) 736-5999.